

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 215

Utilities and Transportation Commission

Mission

The WUTC protects consumers by ensuring that utility and transportation services are fairly priced, available, reliable and safe.

Goal Ensure essential consumer protection by assuring fair rates and compliance with standards for service quality, business practices, reliability of delivery systems, and public safety.

Performance Measure Telecommunications service quality complaints per 100,000 access lines: U S West.*

* Service quality complaints have been driven by the industry's largest carrier, U S West, which is therefore shown separately.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				94.0				91.7
Actual				77.88				34.22
Date Measured								

Performance Measure Telecommunications service quality complaints per 100,000 access lines: Other local exchange companies (other than U S West).

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				42.7				41.7
Actual				18.21				11.02
Date Measured								

Performance Measure Railroad grade crossing index.*
(1990 is used as base year at 119 accidents)

* (100% = 119 accidents) Railroad Grade Crossing Index is calculated as the number of accidents for a particular year divided by 119.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				61.9				61.9
Actual				46.2				37.7
Date Measured								

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Performance Measure Ratio of natural gas main leaks per mile of main for Washington State compared to United States average.*

* Calculated by dividing the number of Washington state leaks per mile of main by U.S. leaks per mile of main. Goal is to maintain Washington leaks at less than 75% of the total U.S. Actuals will reflect previous calendar year's performance.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				<75.0%				<75%
Actual				42%				36%
Date Measured								

Performance Measure Bond rating index for public utilities.*

* The index is developed from the Standard and Poor's bond rating guide and ranges from 5.0 to 13.0; the lower the rating, the stronger the utility's financial standing.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate			8.0				8.0	
Actual			7.83				8.67	
Date Measured							3/31/2001	

Quarter 3 Comment

A low number indicates a strong financial rating, so the companies are getting better bond ratings.

Goal Take actions to increase competition and choice where there is benefit to consumers.

Performance Measure Percentage of Washington households with telephone service.*

* Washington ranks above the national average, which was 94.2% in 1995.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate			97.0%				97.0%	
Actual			95.9%				94.9%	
Date Measured							3/31/2001	

Quarter 3 Comment

These are statistical estimates based on samples and are subject to sampling error. For the annual values, the true value is (with 95% confidence) somewhere in the range of +/- 1.9% of the estimated number. In other words, a "change" in the value of less than 1.9% is not statistically significant.

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Performance Measure Concentration Index for the local telephone market.*

* Lower concentration index equals more competition; a concentration index of 10,000 indicates a monopoly exists.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		8000				8000		
Actual		9104				9110		
Date Measured								